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In Re:
APRIL 7, 2014, PHONE CALL BETWEEN NJG&E AND
PATRICIA VITALE

Audio Transcription of a Telephone Call:

Date: April 7, 2014

Transcribed By: Molly Chimino
Alliance Court Reporting, Inc.
120 East Avenue, Suite 200
Rochester, New York 14604

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COURT REPORTING, INC.

Video Conferencing and Videography Center

585.546.4920

www.alliancecourtreporting.net

800.724.0836



1 TELEPHONE CALL AUDIO

2 MONDAY, APRIL 7, 2014,

3 * * *

4 MS. VITALE: Patty Vitale.

5 REPRESENTATIVE: Yes. Good morning. This
6 is Jade. I'm calling with New Jersey Gas & Electric.
7 Is Patricia available?

8 MS. VITALE: This is she.

9 REPRESENTATIVE: Hi, Patricia. I'm
10 calling regarding issue number 874832.

11 MS. VITALE: Uh-huh.

12 REPRESENTATIVE: This call will be
13 recorded for quality assurance purposes.

14 Our billing group has provided a
15 resolution for this issue. For the gas account I'm
16 going to go ahead and issue a refund in the amount of
17 \$115. That will be issued in two payments of 57.50.
18 And for the electric account, they'll go ahead and
19 issue a refund in the amount of \$65.

20 I do need to verify the address. I have
21 45 Crest Drive, Englishtown, New Jersey 07726. Is
22 that correct?

23 MS. VITALE: That's correct.

24 REPRESENTATIVE: All right. I'll go ahead
25 and get this processed and issued to you. Okay?

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1 TELEPHONE CALL AUDIO

2 MS. VITALE: Thank you.

3 REPRESENTATIVE: You're welcome. Have a
4 great day. Bye-bye.

5 * * *

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C E R T I F I C A T I O N
STATE OF NEW YORK:
COUNTY OF MONROE:

I, MOLLY CHIMINO, do hereby certify that I
transcribed from the CD/DVD recording provided the
foregoing pages of the above-styled cause, and that
they were prepared under my personal supervision and
constitute a true and accurate record of the
proceedings;

I further certify that I am not an
attorney or counsel of any parties, nor a relative or
employee of any attorney or counsel connected with the
action, nor financially interested in the action;

WITNESS my hand in the City of Rochester,
County of Monroe, State of New York.

Molly Chimino

MOLLY CHIMINO
Freelance Court Reporter and
Notary Public No. 01PR6210086
in and for Monroe County, New York

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